

Third-party OPC Clients are not receiving events from OnGuard (as OPC Server)

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Symptom

Third-party OPC Clients do not receive events from OnGuard (as OPC Server).

Resolution

This problem occurs when the OnGuard license is missing the required DataConduit client option (part number SWG-1140). To correct this problem:

- 1) Obtain an updated license file from Lenel that includes the DataConduit client option, since the option is included with the purchase of OPC Client licensing.
- 2) Install the new license file.
- 3) Restart the LS License Server service.

Applies To

OnGuard (All versions)

Additional Information

The following statements are known to be true for this specific situation:

- 1) Third-party OPC Clients are not receiving events from OnGuard, but are able to subscribe to the OPC feed and browse data tags.
- 2) Single sign-on is enabled and working.
- 3) The LS Linkage Server and LS DataConduit services have the same Windows login account used for single sign-on configured as the "Log on as" property in the Services property.

